



SC-PAY GRADE 9

## **SENIOR EXEMPTION COORDINATOR**

### **DUTIES AND FEATURES OF THE CLASS:**

This is an administrative position responsible for overseeing the various property tax assistance programs. The incumbent in this class works in accordance with strict established guidelines requiring significant training and understanding. The work requires the exercise of judgement, tact and courtesy in dealing with the public.

### **EXAMPLES OF WORK:**

Establishes, maintains, and updates specialized guidelines and procedures; posts and maintains records and accounts; enters specific data and runs reports on data; works in conjunction with the State of Delaware and other states to verify exemption qualifications; prepares documents for those requesting exemptions in other states; works with other states verifying homestead exemptions; researches and verifies deeds, wills, and titles relating to all exemptions; receives and answers requests and complaints pertaining to all exemption programs; opens and processes mail in accordance with established guidelines and procedures; corrects and posts tax corrections for exemptions when needed; performs related work as required.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of established guidelines and procedures, State and County laws and Codes; thorough knowledge of office practices, procedures and equipment; thorough knowledge of data entry operations; ability to make mathematical calculations and tabulations accurately; ability to track, analyze and verify large sets of data to ensure accuracy, ability to exercise the use of judgement, tact and courtesy in dealing with complex issues and the public; ability to understand and follow complex oral and written documents; ability to establish and maintain effective working relationships with representatives from other agencies; staff, department heads; and the general public.

**QUALIFICATIONS:**

Minimum High School diploma or GED with emphasis on office practices and experience working with exemptions preferred or any equivalent combination of education and experience which provides the required knowledge, skills and abilities; proficient in Microsoft Office (Word, Excel, Outlook); advanced proficiency in Excel is desired; excellent customer service skills and problem-solving skills; excellent organizational skills; excellent verbal and written communication skills.

**ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- 35-hour work week (Monday - Friday 8:30 AM to 4:30 PM)
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing

Revised 1/2020